Initiative	IP Telephony / Voice over IP / Voice Messaging / Enterprise Multi-media Interaction Center
Description	The ability to provide voice services using the existing data network. This can include Centrex, and voice messaging.
Support of goal(s)	1. Citizen Service: These initiatives will provide more advanced technological voice services to the citizens of Indiana. 3. Communications: These initiatives will allow DoIT to provide essential voice services to the State agencies. 6. Customer Service: These initiatives will provide better communications between State agencies.
Person / agency responsible	Tom Gedig, Product Services Manager - DoIT
Other agencies / areas involved	• **IP Telephony:** FSSA, INDOT, ISP, IHETS, and ITOC for the evaluation phase, setting of standards, and development of the RFP. • **Unified Messaging:** DNR, INDOT, FSSA, DoIT Product Services, DoIT ESS, DoIT Deputy Director over communications. • **Enterprise Multi-media Interaction Center:** Interactive Voice Response (IVR) call center, Automatic Call Distribution (ACD) capability) All State agencies, Telecom areas/DoIT Product Services, Project Management, ESS, CSA's and DBA's.
Milestones and completion date	• **IP Telephony** • Business Case: December 2004, for standards (Preliminary draft completed), • Planning and Approach: In progress – Logansport State Hospital - November 2004 Cutover, • Design and Pilot Test: Fall 2003 (Complete) • Field Test Logansport and Marion County DFC January 2005 • Deployment: 2005 rollout to State agencies (IP enable all hospitals and several of the DFC offices.) • **Enterprise Multi-media Interaction Center** • IVR in production adding agencies as required • ACD June 2005 • • **Unified Messaging** • Business Case: Focus group to ascertain demand: June 2004 • Planning and Approach: November 2004, • Field Trial December 2004 • Requirements: Product evaluation and procurement June

	2005, • Design, Test and Deploy: 2006
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